LTSS April 2019
TRAINING TODAY

PURPOSE: The purpose of the "Training Today Newsletter" is to provide assistance and support for TPAES users submitting PAE applications. We also use this notification to communicate upcoming LTSS initiatives and to describe how those may affect your daily practices. Please forward to staff in your company that complete or submit TennCare (Medicaid) PAEs/PASRRs. This contains vital information for all TPAES users.

TPAES Updates

Because TennCare continuously strives to improve our security standards in order to keep your data and the data of TennCare members safe, new password complexity requirements were put into place for TPAES users.

Effective Monday March 25, 2019 passwords must meet the following password complexity requirements...

- Must be changed every 60 days
- Must be at least eight (8) characters in length
- Must have at least:
  - ◊ One number
  - ◊ One special character (*, &, %, $, /, *, +, =, !, ?, \)
  - ◊ One upper case and one lower case letter
  - ◊ May not reuse a password for 12 uses

If you experience difficulties with this process, the LTSS Help Desk is available to assist from 8:00-4:30 pm CT, Monday through Friday. You can reach the LTSS Help Desk by calling 1-877-224-0219 or emailing LTC.Operations@tn.gov

Helpful Tips...

Neither the LTSS Help Desk or Ascend Help Desk can change/correct the payer source on PASRR submissions. Please be sure to submit the correct payer source upon submission. If you have PASRR questions, please reach out to Ascend's Help Desk: 877-431-1388 x3495

Save the Date!

In April, LTSS will continue the NF Webinar series. In this webinar, we will review the PASRR process and provide helpful tips regarding it.

The webinar will be held on April 18th at 10am CT and April 25th at 10am CT.

To register, click on the Training Request link here: https://www.tn.gov/tenncare/long-term-services-supports/ltss-training-request.html

Medicaid Tips...

If your PAE has not been enrolled within a year and you are still waiting on Medicaid eligibility, please submit a new PAE.

This is will ensure the person has an updated PAE once Medicaid eligibility is approved.

Employment & Community First CHOICES Video |

LTSS recently created an *Employment & Community First CHOICES* video highlighting the program and it's members. Click here to view the video: https://www.youtube.com/watch?time_continue=370&v=5x8xBsEXdHE

State of Tennessee Division of TennCare
Created and Distributed By: LTSS Training Unit
Help Desk Tips, 8:00-4:30 (CT), 1-877-224-0219 OR PLEASE EMAIL US AT LTC.Operations@tn.gov
This document is for TPAES users only. Please do not distribute to the public

TN | Division of TennCare | LTSS